



THE LATYMER SCHOOL

Founded 1624

PARENTAL COMMUNICATION POLICY

Policy review by	Full Governing Body Meeting, November 2025
Policy agreed	Full Governing Body Meeting, November 2025
Review policy	November 2026

Parental communication policy

Rationale

At Latymer, we value the vital role that parents and carers play in supporting the education, development and wellbeing of our students. Effective communication between school and home is essential to building strong, respectful partnerships that contribute to student success. This policy sets out the standards and expectations for parental communication with the school, to ensure that all interactions are constructive, respectful, and focused on the best outcomes for our students.

Purpose

This policy aims to:

- Promote clear, open, and respectful communication between parents/carers and school staff.
- Establish a shared understanding of appropriate conduct in communication.
- Ensure that staff, parents, and carers work together in a climate of mutual respect.
- Protect staff from abuse or inappropriate behaviour while fulfilling their professional duties.
- Set out procedures for responding to breaches of communication expectations.

Methods of Communication

We encourage communication between school and home through the following channels:

- Email to appropriate members of staff (usually the Head of Learning or subject teacher).
- Telephone contact via the school office.
- Scheduled face-to-face or virtual meetings, by prior arrangement.
- Written communication such as reports, letters, and messages through Edulink.
- Formal school communications including newsletters, updates, and announcements via the school website or official platforms.

Responding to Parental Communication

Staff aim to respond to parent enquiries within three working days, not including weekends or holidays. Please note that teaching staff are often unavailable during the school day due to classroom commitments and may respond outside of teaching hours.

There may be occasions when a response takes longer than three working days, for example, if the member of staff is part-time, unwell, absent, or is dealing with an urgent or sensitive issue that requires priority.

While we aim to respond promptly, if you do not receive a reply within a reasonable timeframe, we encourage you to follow up with the school to ensure the message has not been missed. The method of response will be determined by the school based on the nature of the concern and the most appropriate way to resolve it.

Use of Edulink

At Latymer, we are committed to maintaining open and transparent communication with parents and carers. One of the key tools we use to support this is Edulink, a secure online platform that allows parents to stay informed about their child's progress, behaviour, and school life.

Through Edulink, parents can:

- Receive important notifications and school updates.
- View positive behaviour referrals and achievements, helping to celebrate their child's success.
- Access negative behaviour referrals, which are shared to ensure transparency and allow parents to support their child in reflecting on their behaviour.

We believe that this level of openness strengthens our partnership with parents and enhances student accountability. It is important to note, however, that behaviour referrals recorded on Edulink are part of the school's internal behaviour management system and are not subject to dispute or appeal. For further details on how behaviour is managed and recorded, please refer to the school's Behaviour Policy.

We encourage all parents to check Edulink regularly and to use the information to engage in supportive, constructive conversations with their children about their learning and conduct.

Parental Newsletters

- We will send weekly newsletters to parents at the end of each week, containing general details about school events and activities
- We will send information of a general nature when necessary

Home - School Agreement

As a school, we endeavour to:

- Communicate respectfully, clearly and consistently with parents, carers and members of the Latymer community
- Ensure conversations are honest, ethical and professional at all times
- Use the channel of communication that is most appropriate given the unique context
- Listen to your view and consider this within the best interests and feelings of the wider school community, as appropriate, and in a balanced way
- Respond to communications received within office hours within three working days

We expect all parents and carers to:

- Communicate respectfully with all members of staff, both verbally and in writing.
- Remain calm, courteous and constructive during conversations, emails, meetings and telephone calls.
- Refrain from using aggressive, intimidating, or inappropriate language, or behaviour.
- Understand that staff are managing the needs of many students and may not be available immediately.

- Understand that if a member of staff believes that the nature of the communication they have received is abusive, unnecessarily aggressive, or harassing in nature, they will refer this to a member of SLT for their consideration.
- Work collaboratively with the school to resolve any concerns through the appropriate channels.
- Understand that some aspects of the school and education are defined by law and at the professional discretion of the Headteacher. Therefore, some of our work and the decisions we make are non-negotiable.
- Understand that communications received during out of office hours will be answered as soon as possible during working hours.

Parent - Staff Meetings

- Any parent wishing to meet with a member of staff should contact the school in advance and request a meeting. In some cases, the school may deem another mode of contact more appropriate, and this will be organised with the parent/carer.
- Parents should not come to school to talk to a member of staff without an appointment and should not expect the member of staff to meet them without notice.
- We appreciate that some meetings put the participants into contrary positions. We aim to remain professional in such situations and to focus on a constructive outcome. If a parent does become aggressive in a meeting or telephone conversation, the member of staff will close the meeting and report this to their line manager.

Responding to Inappropriate Conduct

We recognise that tensions can arise, but all interactions must remain respectful. In cases where a parent or carer does not meet the expectations set out above:

- **First instance:** The staff member will refer the matter to their line manager. If appropriate, the staff member will contact the parent again the following day to resolve the matter. Alternatively, the line manager will contact the parent.
- **Second instance:** If the behaviour continues or escalates, a formal **warning letter** will be issued by a senior member of staff.
- **Third instance:** If the inappropriate conduct continues, the school will send a second letter informing the parent/carer that they will be placed on a limited communication programme. This may include:
 - Communication restricted to a single point of contact in the school.
 - Communication only permitted in writing.
 - Meetings only permitted with prior approval and with a member of senior staff present.
 - In cases of serious aggression, threats, or abusive behaviour, the school reserves the right to act immediately in line with safeguarding and health and safety protocols, which may include involving external agencies or restricting access to the school site.

Complaints

We are committed to maintaining high standards of communication with all parents and carers. If, however, you feel that the communication you have received from the school is not acceptable or does not meet your expectations, we encourage you to raise your concerns through the appropriate channels.

In such cases, please refer to our Complaints Policy, which outlines the process for submitting and resolving complaints. This document is available alongside our other policy documents on the school website.